

FACILITY MANAGEMENT PRACTICES IN TELECOM INDUSTRY TOWARD THE JOB SATISFACTION OF EXECUTIVES

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Sri Lanka

February 2012

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The dissertation was submitted to the Department of Civil Engineering of the University of Moratuwa in partial fulfillment of the requirement for the Post Graduate Degree of Master of Business Administration in Project Management

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Sri Lanka

February 2012

DECLARATION

I hereby declare that the research dissertation entitled “Facility Management Practices in Telecom Industry toward the Job Satisfaction of Executives” submitted by me in partial fulfillment of the requirements for MBA, is my original work and that it is not previously formed the basis of any other academic qualification at any institution.

Date -16th February 2012

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C. M. Samarasinghe



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ABSTRACT

The purpose of this study is to examine the relationships between Job Satisfaction and factors influencing on it to executives' in a Telecommunication organizational sector, and to find the significance of physical space and physical working environment on the job satisfaction

This study also focuses on revealing demographic characteristics of the executives that affect executives' general happiness about the job.

Research was conducted through a field survey by a structured questionnaire comprising demographics, five facets such as Leadership, Work Itself, Recognition of work, Physical space and Physical work environment to measure the job satisfaction. Twenty three job attributes were listed to see the importance of them on job satisfaction.

A survey was carried out covering a sample of 78 executives of Head Office of the organization. The study generated an 85 percent response rate.

Responses from the survey were statistically analyzed with linear regress analysis, Pearson's correlation coefficient using the 13.0 version of SPSS software. Hypotheses were tested on 0.05 significance level desiring a 95 percent confidence. Results of hypotheses formed a solution to reject all null hypotheses and to accept alternatives.

The study revealed that there is a significant correlation between executives' job satisfaction and selected variables.

Researcher concludes the study introducing a new conceptualization of worker behavior based on job satisfaction. Recommendations have been made to enhance the executives' job satisfaction as well as for future directions on this scope.

ACKNOWLEDGEMENT

I take this opportunity to record my sincere gratitude and deep appreciation to my supervisor, Dr. L.L. Ekanayake, Senior Lecturer, and Prof. Ashoka Perera, Department of Civil Engineering, University of Moratuwa for giving valuable guidance, assistance and directing me up to the completion of my research study.

I am deeply indebted to the General Managers, Deputy General Managers, Engineers and other executive staff of Sri Lanka Telecom for providing me information and opportunities for discussions. Further I thank to the executives of other telecommunication companies in Sri Lanka for their assistance given to me in various ways.

I acknowledge the contribution of the talented Panel of Lecturers of MBA programme during the entire period of two years and, I thank to all academic and non-academic staff of Department of Civil Engineering and library staff of University of Moratuwa for their support extended to me in numerous ways.



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Literature review was mainly conducted by searching the Internet and referring few books. I am grateful to all those who encouraged sharing information and ideas through the Internet and those who have published valuable information in the Internet

Finally, I should thanks for my wife and the family members, who deserve appreciation for understanding, tolerating and encouraging me in completing this thesis successfully.

C M Samarasinghe

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ABBREVIATIONS

ANOVA	..	..	..	Analysis of Variance
CA	..	..	..	Career Advancement
ENG	..	..	..	Engineer
HR	..	..	..	Humana Resources
HRD	..	..	..	Human Resources Development
HRM	..	..	..	Human Resources Management
IT	..	..	..	Information Technology
JS	..	..	..	Job Satisfaction
LED	..	..	..	Leadership
MSQ	..	..	..	Minnesota Satisfaction Questionnaire
OCB	..	..	..	Organizational Citizenship Behavior
R ²	..	..	..	R.Square
RW	..	..	..	Recognition of Work
SEE	..	..	..	Standard Error of the Estimate
SLT	..	..	..	Sri Lanka Telecom
SPSS	..	..	..	Statistical Product & Service Solution
PS	..	..	..	Physical Space
PWE	..	..	..	Physical Work Environment
Telco	..	..	..	Telecommunication
UOM	..	..	..	University of Moratuwa
WI	..	..	..	Work Itself



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